

0=8 duplicates

*=6 blanks - Subscription Channels

Channels available & in use prior to 1/1/93
at Arrowhead Lakes, Pocomo Lakes Pa

Channel #

Channel #

(2) 10/29 (Duplicate)

26

(3) 18/40 10 d. s.

27

Blue Ridge CABLE TELEVISION INC.

Main Office: 471 Delaware Ave., P.O. Box 215, Palmerton, Pa. 18071 - Phone 215-826-2551

Address Reply To

Branch Offices:

RD 6, Box 6922, East Stroudsburg, Pa. 18301
PO Box 100, Gilbert, Pa. 18331
PO Box 124, Hawley, Pa. 18428
20 W. Ridge St., Lansford, Pa. 18232
200 N. First St., Lehighton, Pa. 18235

Phone:

717-588-2510
215-681-6100
717-226-4914
717-645-5511
215-377-2250

Branch Offices:

46 N. Academy St., Mansfield, Pa. 16933
204 Fourth St., Milford, Pa. 18367
HC 89, Box 115A, Pocono Summit, Pa. 18346
920 Ehler St., Stroudsburg, Pa. 18360
PO Box 141, Tunkhannock, Pa. 18657

Phone:

717-662-2369
717-298-8200
717-839-3550
717-421-0780
717-836-5422

Raymond E. Miley/Agent
Office of Attorney General
Bureau of Consumer Protection
1251 S. Cedar Crest Blvd., Suite 309
Allentown, PA 18103

Re: File #G92-3696/ref. John P. Cahill

January 6, 1993

Dear Mr. Miley,

Thank you for forwarding Mr. Cahill's complaint in your letter of 12/30/92.

The annual rate increase of 1993 is in actuality less than twelve percent. The rest of the increase is due to a franchise fee and state sales tax.

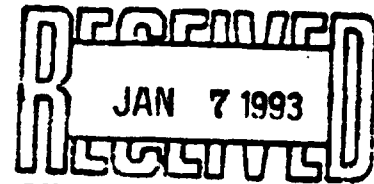
Blue Ridge Cable's channel carriage is a compilation of customer request and required carriage due to FCC and Congressional action resulting from the 1992 Consumer Protection Act. Blue Ridge Cable is situated approximately midway between Metropolitan New York and Philadelphia. Therefore our subscriber base has requested the carriage of these local New York and Philadelphia networks and independent stations.

In accordance with the 1992 Consumer Protection Act passed by Congress, cable companies are required to institute a broadcast channel level of service to be offered at a lower monthly rate. In compliance with this legislation, Blue Ridge initiated this level of service, effective 1/1/93, offering eighteen channels at a \$10.00 monthly rate.

To change a customer's level of service to the Broadcast Basic package we must send a man and vehicle to the customer's home and place a filter on their line. As in any level of service change, there is a charge and this is the reason for this one time minimum fee of \$20.00.

The franchise fee for Collbaugh Townships remains at 3%, however with the increase in monthly rate there is an increase in the amount charged.

State sales tax applies only to Tier 1 and subscription services such as

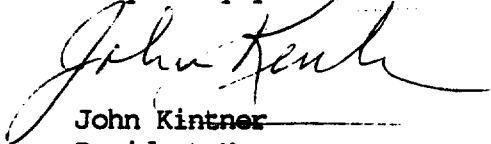


Office of Attorney General

HBO, Cinemax, etc. The state sales tax does not apply to Broadcast Basic channels.

I hope I have answered the questions outlined in Mr. Cahill's complaint.

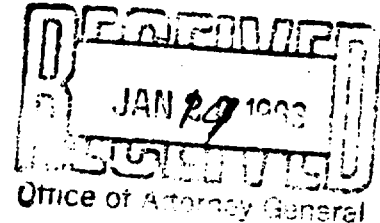
Very truly yours,

A handwritten signature in cursive script, appearing to read "John Kintner", written over a horizontal line.

John Kintner
Resident Manager

January 14, 1993

Mr. Raymond E. Miley
Agent
Office of Attorney General
Bureau of Consumer Protection
Allentown Regional Office
1251 S. Cedar Crest Blvd.
Suite 309
Allentown, PA 18103



File #G92-396 - Blue Ridge Cable

Dear Mr. Miley:

I received your 1/11/93 response. It appears that you accept Cable's responses and leave further action to me. Do you have any authority, or am I wasting my time requesting your assistance?!

Regardless of where cost increases are allocated, I got a 16% increase--34% over the last 3 years. The fact of the matter is that the FCC Consumer Protection Act is really a Cable Industry act as they are the ones that spent vast amounts of money to lobby against another bill which would have relinquished control by them. So, when they say FCC & Congressional action, they are really talking about themselves (the cable industry). What about the duplication of 8 channels?! Does State law allow taxing tier 1 services? I thought it was on premium channels only.

Please refer to the attached letter to you from Blue Ridge Cable. They offer a lower monthly \$10.00 rate in compliance with so called recent legislation; however, of the 18 channels they offer, 8 are duplicated, so what we end up with is 10 channels. In addition, when we opted to go with this service, we had to pay \$20 to downgrade. This cost is really the result of their decision to unbundle services and in order to prevent me from getting higher channels, they place a trap on the cable line.

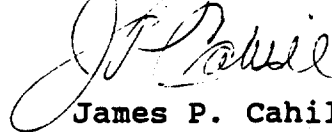
Mr. Raymond E. Miley

-2-

January 14, 1993

How about some action from your office on this price gouging and unethical business practices!

Sincerely,

A handwritten signature in cursive script, appearing to read "JP Cahill".

James P. Cahill
9 Jacqueline Drive
West Chester, PA 19382

cc: E. Preate - Harrisburg
FCC - J. Quello, Chairman
Senator A. Spector

Blue Ridge CABLE TELEVISION INC.

Main Office: 471 Delaware Ave., P.O. Box 215, Palmerton, Pa. 18071 - Phone 215-826-2551

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Phone:

717-662-2369
717-296-8200
717-839-3550
717-421-0780
717-836-5422

Raymond E. Miley/Agent
Office of Attorney General
Bureau of Consumer Protection
1251 S. Cedar Crest Blvd., Suite 309

RECEIVED

HBO, Cinemax, etc. The state sales tax does not apply to Broadcast Basic channels.

I hope I have answered the questions outlined in Mr. Cahill's complaint.

Very truly yours,

John Kintner
John Kintner
Resident Manager

*Many of my neighbors who like me
are - have to pay some money -*



ERNEST D.
PREATE, JR.

Attorney General

Commonwealth of Pennsylvania

Office of Attorney General

Bureau of Consumer Protection

BUREAU OF CONSUMER PROTECTION

1251 S. Cedar Crest Blvd, Suite 309

EX PARTE OR LATE FILED

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RECEIVED

DAVID C. GAGER
4412 Sunflower Drive
Rockville, MD 20853

FEB 10 9 19 AM '93

93020385

MAR 22 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

MMB
COS
INVT

January 22, 1993

Mr. John R. Eddy, President
Cable TV Montgomery
20 West Gude Drive
Rockville, MD 20850

92-266

Dear Mr. Eddy:

ANOTHER RATE INCREASE?

With reference to my letter to you dated January 3, 1992 and your response to me dated January 31, 1992, I again strongly object to another rate increase that has just gone into effect! Particularly, in view of the fact that this increase has gone into effect just before the effective date of recently enacted Federal legislation that would have restricted, I believe, your ability to increase rates! I might also point out that this latest adjustment in your rates represents a more than 8% increase, while the general rate of inflation for the year just ended was under 3%!

Someone in your organization does deserve credit for coming up with the idea of refunding converter deposits this year to mask the effect of the increase in rates (which you have now slipped into your rate base for rate-making purposes in the future) and to defuse much of the angry response from subscribers that you would have received otherwise.

Where does this rate spiral stop?!

Sincerely,

David C. Gager

David C. Gager

cc: Hon. Paul S. Sarbanes
Hon. Barbara A. Mikulski
Hon. Constance Morella
Montgomery County Office of Consumer Affairs
Federal Communications Commission

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EX PARTE OR LATE FILED 5305 S.W. 62 Ave
Miami, Florida 33155
(305) 661-2587

FEB 10 9 18 AM '93

MMB
CO
INVT

9302039
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MAR 22 1993

Cable Complaints

FCC
1919 M St N.W.
Washington, DC 20044

Lee Hemen,

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

This is to complain about Cable Satellite Company of
Florida.

To start with, I was under the impression that all TV cable
franchises were issued by Dade County, Florida. However, for what-
ever reason, Dade County allowed the City of South Miami, Florida to
issue Cable Satellite its franchise. The reason this disturbs
me is that I do not live in the City of South Miami, but in
unincorporated Dade County.

In April 1985 (same address) I started with Harte Hachis
Cable Company of Dade County. The fee for the service was \$35.14, taxes
included. This then escalated to \$67.15, \$54.45, \$60.97, \$47.48, and then
remained at \$47.45 thru Sept 1987. In October 1987 Cable Satellite
Took over, and now the bills ran from \$80.67 (for leased service)
to \$55.97 in October 1989 to \$61.27 in July 1990, \$62.78 in October 1990,
\$63.58, \$61.27, \$60.83 then they raised a dollar or two up & down, and
in January 1992 they became \$62.09, then July 1992 \$54.97. I
even got billed during the Hurricane Andrew.
The fee is now \$58.90, an increase of 67.6%.

When one tries to call the Cable Satellite office it's either
always busy, or the operator says no one is on the line, or they
just don't answer.

I suggest you talk to Mr. Mario Rodriquez, the Dade County
administrator in charge of TV problems. (305) 661-2587.

Thomas Sementes

1 of 2 copies rec'd
ENCLOSURE

RECEIVED

TOWN OF BURNS FLAT

MAR 22 1993

TRUSTEES

Terry Morse, Mayor
Terry Field
Bill Bolechala
Betty Hudgins
J.C. Sullivan

P.O. Box 410
Burns Flat, Oklahoma 73624

(405) 562-3144

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

93020519

PATRICIA HUNTER,
Clerk/Treasurer

EX PARTE OR LATE FILED

February 2, 1993

FCC
2025 M Street NW
Room 8210
Washington, D C 20554

Gentlemen:

We are subscribers of Mission Cable Company, P.O. Box 900, Shamrock, Texas 79079. For the past year the service in our small community has deteriorated, becoming more unsatisfactory as time progresses. Many of us have called in complaints, many have written letters, but service continues to worsen. There have been as many as five (5) channels at one time we cannot receive.

Numerous times we have been told the reason for the poor service is because Mission Cable must receive through a satellite owned by Arnold Kruse of Sayre, Oklahoma.

We feel after several months of poor service Mission Cable Company should accomplish some satisfaction for their subscribers.

We have now received notification our monthly rates will be increased.

We are a small community of 1,025 population in southwestern Oklahoma and all we request is a reasonable service for our money. We would appreciate any help your agency might provide in finding a solution to our problem.

We want TBN

Sincerely,

Norma Sit

408 B Ingoquois

P.O. Box 2147

Burns Flat, OK 73624

cc: Mission Cable Co., Inc.

P.O. Box 900

Shamrock, TX 79079

MAILED
COMM
FEB 11 1993

FEB 11 3 16 PM '93

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92-266

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A B C D E

041

TOWN OF BURNS FLAT

TRUSTEES

Terry Morse, Mayor
Terry Field
Bill Bolechala
Betty Hudgins
J.C. Sullivan

P.O. Box 410
Burns Flat, Oklahoma 73624

(405) 562-3144

PATRICIA HUNTER,
Clerk/Treasurer

RECEIVED

MAR 22 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

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2025 M Street NW
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I want TBN

Sincerely,

Bobbe J. Harris
PO Box 447
Burns Flat OK 73624

cc: Mission Cable Co., Inc.
P.O. Box 900
Shamrock, TX 79079

92-266

93020501

REFERRAL FORM

CUSTOMER'S NAME:

Dan Rettenbergcitizen & cable subscriber - not Commission employee

CUSTOMER'S ADDRESS:

3641 Edison StreetAlexandria, VA 22305

RECEIVED

DATE OF LETTER:

December 1992

MAR 22 1993

SUBJECT
MATTER:FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARYCable price (second in 15 months)increase - since 1980 Cable rates
(basic service) has doubled - no increase
in service

BUREAU/OFFICE REFERRED TO:

MMB - Complaints BranchDATE: 2-11-93

REFERRED BY:

STAFF MEMBER

of Copies rec'd 0
PAGE CODE

JONES INTERCABLE

December 1992

Dear Valued Customer:

As you are no doubt aware, you are currently subscribing to Jones Intercable's Basic Plus package comprised of our Basic service and Expanded Tier service. Our Basic Plus package provides you with 44 channels of entertainment. We are writing to inform you of some changes which we will be making to your Basic Plus package on April 01, 1993.

On that date, there will be an increase in the price of the Basic Plus package to which you currently subscribe. This adjustment of \$1.20 per month will mean that our Basic Plus package will be priced at \$24.65 per month beginning in April. Prices for all of our pay-per-view and premium channel offerings will not increase at that time.

As we have often stated, Jones Intercable is committed to providing you with the best in quality, service and value. This rate increase is greater than we would prefer. However, continued increases in the costs we must pay for cable programming, additional costs which we incur to provide better customer service during more hours, recent Expanded Tier channel additions like Home Team Sports, Comedy Central and Court TV, and normal increases in most other operating expense categories leave us with no other alternative. No alternative, that is, if we are to continue to provide you with the level of programming, technical quality and customer service which we believe in and which you, our customers, deserve.

Going forward, we will continue to strive to hold down our expenses. While no one likes to pay more for anything, we hope that you are understanding and can appreciate the fact that our new Basic Plus rate will still be \$3.30 to \$4.30 less per month than surrounding cable companies charge for comparable levels of service.

Another significant change in our service offerings will also take place beginning on April 01, 1993. Jones Intercable will offer a new level of basic cable service called Limited Basic. Limited Basic will offer our customers 20 channels for \$11.00 per month. Specifically, these 20 channels will consist of certain channels now carried on our Basic service channel line-up. Limited Basic will consist of the local broadcast channels, public access, educational access, local government access, The Weather Channel, Mind Extension University, WWOR-TV 9 (New York), TBS Superstation (Atlanta), an electronic program guide, and a pay-per-view preview channel. Cable television has made many improvements over the past decade in terms of the types and amount of programming. Likewise, the price for all of these new offerings has also increased. With Limited Basic, however, both the monthly rate and the number of channels will be comparable to the cable television service offered in Alexandria ten years ago! For those customers wishing to change to this Limited Basic service from the Basic Plus package, there will be a one-time change of service fee of \$25.00 beginning April 01, 1993. This charge is necessary to cover the equipment and labor costs needed to bring you this Limited Basic service. Beginning April 01, 1993, this \$25.00 fee will also apply to those customers changing from our Limited Basic service to our Basic Plus package.

To clarify, we will continue to offer to subscribers such as you our Basic Plus package (which will consist of our new Limited Basic and Expanded Tier services). A Basic Plus subscriber like you will see no change in the programming received in your home. However, as a Basic Plus customer, you will pay \$24.65 for your Basic Plus package beginning April 01, 1993. This represents \$11.00 for the Limited Basic and \$13.65 for the Expanded Tier. Limited Basic will replace our current lower-priced Basic service which has been priced at \$21.20 per month. In order to offer this new Limited Basic service, on April 01, 1993 we will be repositioning many of our existing channels. This channel realignment will affect certain channel positions on your Basic Plus programming line-up. These changes are contained and highlighted on the enclosed new channel line-up card. Please take a minute to review these modifications and make sure that you put this card in a convenient spot. Again, all of these changes will be made at the beginning of April.

We apologize for any confusion which this realignment of our channel line-up may cause you. We will keep you informed in advance of any further changes.

Thank you for giving Jones Intercable the opportunity to serve you. Your business is important to us. We appreciate the support and confidence the citizens of Alexandria have extended to us over the past six years and we look forward to continuing our service to you for many more years to come.

Sincerely,



Steven L. Randell
General Manager

617A South Pickett Street, Alexandria, VA 22304 (703) 823-3000

93020536

92-266

31 Commodore Drive
Salem, SC 29676
February 2, 1993

Federal Communications Commission
Mass Media Bureau
Complaints and Investigations Branch,
Washington, DC 20554

I am a subscriber to programming offered by CENCOM Cable
Television Co., 1202 Stamp Creek Road, Salem, SC 29676.

During 1992 I paid \$23.95 for what I assumed was CENCOM's basic service. Apparently that was not the case, because in December of 1992 I was notified that "Effective January 1, 1993, the new monthly rate for basic service tier will be \$15.95 plus tax. The new monthly rate for Expanded Basic will be \$26.95 plus tax." The implication is that prior to January 1, 1993, CENCOM had offered a Basic Service of which neither I nor any one I know was aware. I would have appreciated knowing I had a less expensive option.

Three other things about that notice bother me:

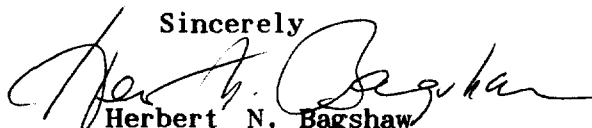
(1) The \$3.00 Expanded Basic increase represents a 12 1/2 percent increase over 1992 rates, more than three times the one-year rate of inflation. It results in an accumulative 59 percent increase to the rates I was paying in 1989.

(2) CNN and ESPN, two of the most widely watched stations by Keowee Key viewers, had been on channels 5 and 11 respectively. They have been changed to channels 18 and 22. That took CNN and ESPN out of Basic Service and placed them in the Expanded Basic category. Put another way, it takes CNN and ESPN out of the \$15.95 rate fee and puts them into the \$26.95 category.

(3) CENCOM seeks to justify this latest rate increase on the grounds that it provides three additional channels: County Music Television (CMT); The Learning Channel; and VH-1 "featuring contemporary music video." Keowee Key, the subdivision that makes up the bulk of CENCOM subscribers in this area, is basically a retirement community. I know of no one who watches any of those channels.

A 59 percent increase in four years is exorbitant. Few of the channels added in those years are of any value to Keowee Key residents. CENCOM would have learned that had they asked. It appears CENCOM added low-cost junk channels that nobody wants in order to justify their rate increases. And I resent it.

Sincerely


Herbert N. Bagshaw

1 of Copies rec'd
ENCLOSURE

93020487

92-266

Rick Meeker
104 Grove Ave.
Perry, FL 32347

21 January 1993

Mr. William H. McHargue
General Manager
Comcast Cablevision
107 N. Jefferson St.
Perry, FL 32347

RECEIVED

MAR 22 1993

Dear Mr. McHargue:

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

In light of the recent rate increase implemented by Comcast Cablevision on Jan. 1, 1993, detailed in the attached letter from your office, I would like to briefly review the history of basic cable service rate increases since I have been a resident and subscriber:

I signed up for basic cable service in October 1986, when the monthly rate was \$9.95. Rate increases have occurred as follows:

1987	0%
1988	30%
1989	15%
1990	12%
1991	9%
1992	8%
1993	8%
1987 to 1993 ..	114% total increase in 6 years (from \$9.95 to \$21.25)

With each rate increase comes some sugar for the medicine in the form of a letter describing occasional new channels and more equipment and better service. Well, the pill is still very bitter to swallow.

While the cable availability and quality has been fair to good for as long as I've been a subscriber, I cannot say I have seen a marked improvement resulting from all the equipment expenditures that are referenced. Is this money, perhaps, being used to extend service to new subscribers? If so, shouldn't the additional revenue resulting from more subscribers pay for this on its own?

And, as far as new channels are concerned, some channels that are offered in most other areas of the country, channels which I and many others in the area would very much like to have, are glaringly missing from your line-up (channels such as CNNB, VH-1, and MTV). I have mentioned this in previous correspondence to your office, to no avail.

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ABACDE

Find the average basic cable rate for this country in 1997

Comcast Cablevision
107 N. Jefferson St.
Perry, Florida 32347
(904) 584-4249



12/01/92

DEAR VALUED CUSTOMER:

We wish to inform you that effective Jan 1, 1993 Basic Cable Service rates will increase \$1.50 to \$21.25 (tax not included), and the optional pay services will increase 50 cents each. Our Limited Service of 11 channels remains unchanged at \$9.95. While no one likes rate increases on anything (except wages), operating costs continue to go up, whether it's cable, city or county services, telephone, power or health care. While we are also affected by local service rate increases like everyone else, we are also affected by rising programming costs from the networks we carry, as well as equipment, materials and maintenance costs.

The new rate amounts to a 5 cents per day increase bringing the daily cost for 27 channels to just 71 cents. And when you consider the programming choices available, such as CNN, LIFETIME, USA, TNT, TNN, NICKELODEON, FAMILY CHANNEL, WEATHER CHANNEL, BET, ESPN, A&E, TBS, WGN, QVC, AS WELL AS ALL THE NETWORKS, PBS AND LOCAL CHAN 69, we hope you will agree that cable is still the best entertainment value around. All this compared to 1 or 2 channels if you did not have cable.

Coming in 93 will be CMT--Country Music Television. This is a 24 hour programmed channel with a mix of contemporary hit country videos from the best country music artists in a top 100 format. With the recent surge of interest in country music across the country we feel that it will find wide acceptance among our subscribers. It's already seen in over 16 million homes nationwide, being carried on 2000 plus cable systems.

We are continuing to try to improve our outage record. This year we have had 24 fewer outages than we did last year to date. However we realize that anytime the cable goes out it is extremely frustrating. This year we experienced 3 major outages when we lost commercial power to the headend site and the standby generator failed to operate. So we have requested a new 12.5 kw generator to be installed early in 93.

We want to thank you for your continued business and as always please tell us when something is not right - we'll make every effort to satisfy your needs.

Sincerely,

A handwritten signature in cursive script that reads 'Mac'.

William H McHargue
General Manager

EX PARTE OR LATE FILED

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RECEIVED

MAR 22 1993

311 Coveview Ct.

Salem SC 29676

1 Feb 93

FEB 10 9 19 AM '93

FEDERAL COMMUNICATIONS COMMISSION

OFFICE OF THE SECRETARY

83020376

92-266

Federal Communications Commission Mass Media Bureau
Complaints and Investigations Branch, Washinton DC 10554

To Whom It Concerns:

It is my understanding that you are soliciting comments from the public
on recent cable increases which appear to be tied to host anticipated

ALFRED C. STROHLEIN
3559 Jewell Street
San Diego, CA 92109 619/274-2362

EX PARTE OR LATE FILED

93020121
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MAR 22 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

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FEB 2 11 44 AM '93
HMC
COO
INVT

FEDERAL COMMUNICATIONS COMMISSION
Mass Media Bureau--Complaints
1919 M Street, N.W., Room 8210
Washington, DC 20554

Dear Sir:

January 26, 1993

San Diego must be blessed. It has two cable companies and two monopolies. 92-266

A few years ago, in response to the argument that one TV cable company would pose a monopolistic threat to the viewers of San Diego, the city authorized two companies to set up shop. Now we have two monopolies.

If a subscriber could choose between these two--Cox Cable and Southwestern--there would be no problem. The usual blessing of competition--lower prices--would prevail and everyone would be happy. Everyone, that is, who owned a TV set and wanted to see something other than a fuzzy test pattern. (Without cable, only three stations can be received with any clarity.)

Unfortunately, the areas served by these two outfits do not overlap. They are quite separate--deliberately so. If you live in the Cox zone of influence, you can't subscribe to Southwestern and vice versa. The two companies have effectively divided the TV spoils between them.

As everyone in America knows, the cable companies have been raising their prices without regard to the threat of competition. Up until 1984, the City of San Diego had some jurisdiction over cable rates. Not any more. Now, Congress has assumed that responsibility and we've all been paying for it ever since.

As you know, in 1992, Congress authorized the FCC to develop cable rates throughout the country--ostensibly to bring some order out of the chronic chaos. Ostensibly, there is to be a "basic, tiered rate," giving the subscriber an option to choose between a few channels and an array of pay channels.

No. of Copies rec'd
ABCDEF

0

In San Diego, I am forced to use Southwestern and am forced to pay their rates if I wish to see TV. (The only option I have is the satellite antennae which is ugly and expensive. I'd have to live to be 108 to break even with the set-up cost.)

Last week, because my cable bill had almost doubled in five

EX PARTE OR LATE FILED

ROBERT G. WEIDEMAN
13 ADMIRAL LANE
SALEM SC 29676
(803) 944-1190

93020493
RECEIVED

MAR 22 1993

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Sat, Feb 6, 1993

RECEIVED
FEB 11 7 52 AM '93

Federal Communications Commission Mass
Media Bureau
Complaints and Investigations Branch
Washington DC 20554

Gentlemen:

I live in a small retirement community called Keowee Key, which presently is comprised of about 1500 people. We are served by Cencom Cable TV, who also provide cable service to about another 300 families in the small town of Salem, which is also our post office.

As of January 1, 1993 Cencom increased our basic plan rate by 12 1/2% over 1992--- three times higher than the rate of inflation. Also, since 1989 our cable cost has increased 59%. Every time they increase the rate they also add one or two new channels to the basic system. Many of these channels are not of much interest to our community; e.g. VH-1 music videos and Country Music Television music videos. We have had no opportunity to indicate to Cencom whether we want these additions. So, we just have to accept them and they become part of Cencom's rationale to increase the rates.

We live in a very hilly area and the over-the-air free TV signals from the broadcasting town of Greenville, SC, forty miles away are not clear. We must rely on cable, therefore, to provide our TV programs. That service is provided only by Cencom Cable TV with no other competitor, so that they can charge us whatever they want. WE ARE AT THEIR MERCY AND HAVE NO RECOURSE OTHER THAN DISCONNECT, WHICH IS NOT REALISTIC.

We would appreciate your thoughtful consideration of our plight .

Very truly yours,

R. G. Weideman

1 of Copies rec'd
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92-266

10165 Groomsbridge Road
Alpharetta, GA 30202

March 1, 1992

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

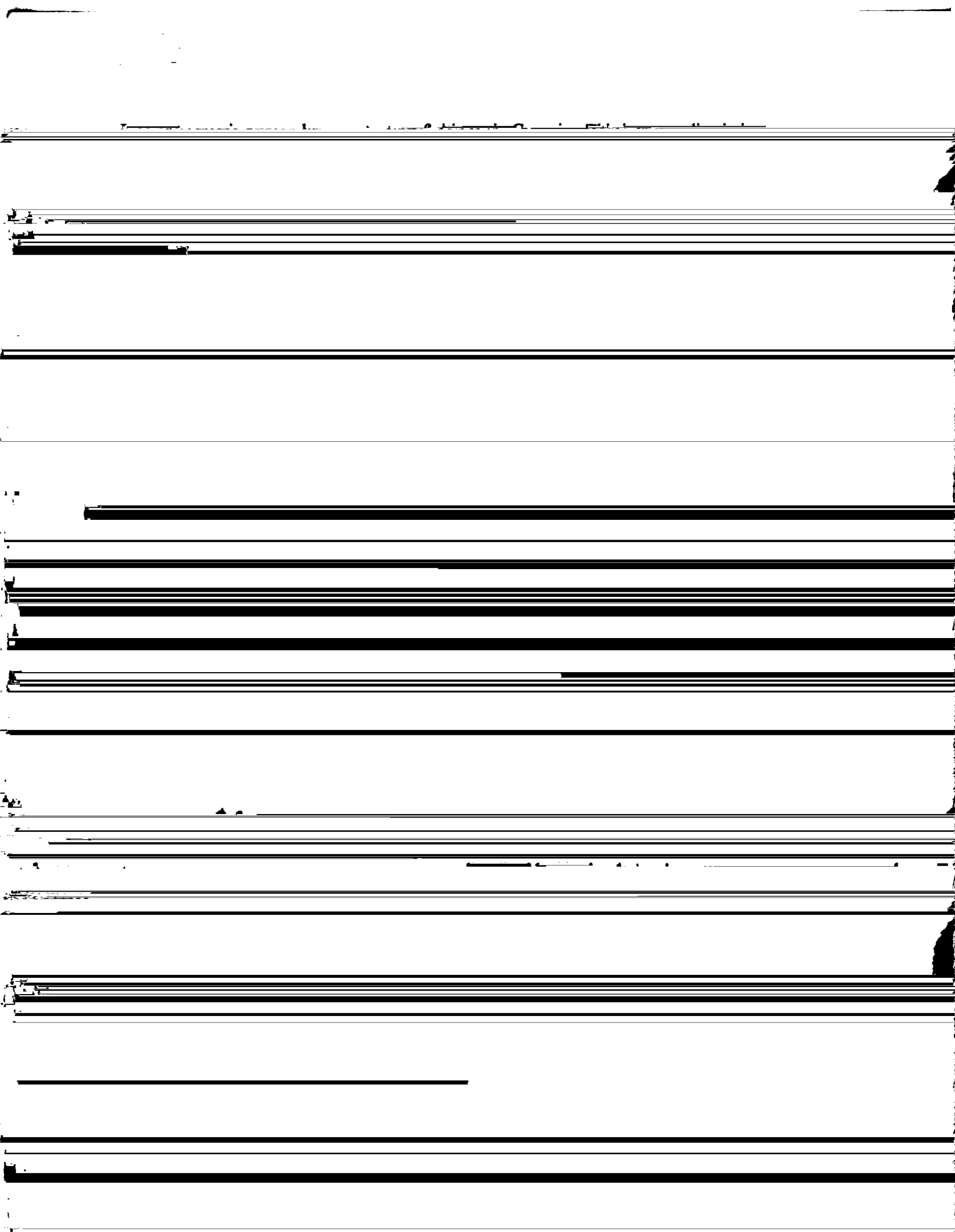
F.C.C. Mass Media Bureau - Cable Branch
1919 "N" Street NW
Washington, D.C. 20554

Dear Sir:

Enclosed is a letter that I received from Georgia Cable Television (GCTV) on Feb. 25, 1992. I would like you to take a moment and read the content of this letter. It notifies basic service subscribers, of which I am one, of a rate increase effective March 29, 1992.

The letter refers to the Cable TV Consumer Protection and Competition Act. The letter implies it is this legislation which is the cause of the price increase. Legislation does not set rates and fees, businesses set rates and fees.

At present, I subscribe to GCTV for basic service at a cost of \$4.00 per month plus various taxes. This represents \$3.50 for one television and .50 for a second television to be connected to cable. As of March 29, 1992 the cost will be \$10.00 for the first television and \$5.95 for the second. By my calculation, this is a 300% increase in rates. Doesn't this go beyond a reasonable increase consumers should be expected to pay? I will go from paying \$4.00 per





Dear Basic Service Subscriber:

As we informed you in November 1992, the United States Congress has enacted legislation governing the services provided by cable television systems. In an effort to comply with the Cable Television Consumer Protection and Competition Act of 1992, Georgia Cable TV & Communications (GCTV) will make significant changes to the existing channel lineup and rate structure.

As of Monday, March 29, 1993, GCTV will replace its current Basic Service with a new "Broadcast Basic" service. This will be available to customers who wish to receive only the currently offered broadcast stations, (WTBS-17, WSB-2, WAGA-5, WGTV-8, WXIA-11, WPBA-30, WATL-36, WGNX-46, WVEU-69) and any applicable public, educational or government access channels. The monthly rate for this service will be \$10.00/month for the first outlet and \$5.95/month for each additional outlet.

In addition to the benefit of clear reception on the broadcast channels, the new Broadcast Basic service will provide the option of subscribing to any of the premium services such as HBO, Cinemax, Showtime, The Movie Channel, or The Disney Channel or purchasing pay-per-view special events, concerts, or movies. As always, a cable television converter will be required to receive these optional services.

As an existing Basic Cable customer, you have three options:

1. Subscribing to the new Broadcast Basic service at \$10.00/month, no action required;
2. Moving to our Expanded Basic service (\$25.45/month) without an installation charge; or
3. Terminating your cable service and receiving an amount equal to the special equipment charge you paid for basic service, provided your payments are current at the time of termination.

If you select options 2 or 3, you must call our Business Office at 292-8822 prior to March 26.

We regret any difficulty that these changes may cause you. We wish to assure you that we are working diligently to conform to the requirements of the new cable law and, simultaneously, to provide you with the highest level of cable television services.

A handwritten signature in dark ink, appearing to read "Erin Levins".

Erin Levins, Marketing Manager
North Fulton County System
Georgia Cable TV & Communications